

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer, et al  
U.S. Serial No.: 10/649,452  
Date Filed: August 25, 2003  
Confirmation No.: 5754  
Art Unit: 2614  
Examiner: Benny Quoc Tieu  
For: *Method And System For Managing Calls Of An Automatic Call Distributor*

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

ELECTRONICALLY FILED  
WITH THE USPTO ON  
July 17, 2007

Dear Sir:

**RESPONSE PURSUANT TO 37 C.F.R. § 1.116**

In response to the final Office Action electronically mailed May 17, 2007, Applicants respectfully request the Examiner to reconsider the rejections of the claims in view of the following remarks.